

TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, the 2nd March, 2009

Guidelines for service providers* providing Internet/broadband services for ensuring better quality of service.

1. All service providers, as a good business practice shall provide adequate information to subscribers regarding Internet/broadband services being offered and marketed by them. Enhanced emphasis shall be laid to transparent subscriber communication, education and awareness to facilitate better understanding.
2. All the service providers shall provide information regarding contention ratios[†] adopted by them to provide Internet/broadband service in their tariff plans submitted to TRAI, manual of practice, call centers and on their websites.
3. All the service providers (ISPs, UASLs, CMSPs, BSOs) shall quarterly publish contention ratio for different Internet/broadband services on their website to facilitate subscribers to take informed decision.
4. In order to ensure sufficient bandwidth for provisioning of good quality of service to their subscribers, all service providers (ISPs, UASLs, CMSPs, BSOs) providing Internet/broadband services are advised to use contention ratios better than listed below for different services:-

* Internet Service Providers (ISPs), Unified Access Service Providers(UASLS), Cellular Mobile Service Providers (CMSPs), Basic Service Providers (BSOs)

[†] Contention Ratio is defined as the number of users competing for the same bandwidth. It can also be defined as the number of subscribers sharing the same bandwidth capacity.

Sr. No.	Services	Max. Contention Ratio for Home users	Max. Contention Ratio for Business users
1	Dialup	1:70	-----
2	Broadband	1:50	1:30
3	High Bandwidth Services	1:1 to 1:4 (to be defined by Service providers in customer package)	
4	Leased Line	----	1:1 to 1:4

5. All service providers (ISPs, UASLs, CMSPs, BSOs) shall ensure availability of minimum bandwidth in their network according to maximum contention ratio suggested in para 4 for different services based on number of subscribers.